361.62
I6px
1978-80

UNIVERSITY OF
ILLINOIS LIB.
AT URBANA-CHA
BOOKSTACKS

1978-80

Plan for Human Relation Services

Illinois Commission on Human Relations

THE LIBRARY OF THE
UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN

HSp

ILLINOIS HUMAN SERVICES PLAN/VOLUME 10

NORTH LA SALLE ST.—RM 1735
CAGO, ILLINOIS 60601
93-2016 or 2893

Illinois Commission on Human Relations.

527 EAST CAPITOL—RM 404
SPRINGFIELD, ILLINOIS 62701
217/782-3992

TO THE MEMBERS OF THE GENERAL ASSEMBLY:

Pursuant to P.A. 79-1035, I am pleased to submit the Plan for Human Relations Services for fiscal years 1978-80. This Plan is one of thirteen Plans which outline the past and current delivery of State human services and identify proposals for the future delivery of these services.

The submission of this Plan initiates the next important step in our planning process - a public review and comment period. The discussion stimulated by the information contained herein will further the development of human services to meet the needs of the Illinois citizenry.

Respectfully submitted,

Director

Connie Seals

AMES R. THOMPSON, Governor PATRICIA NIELSEN, Chairperson CONNIE SEALS, Executive Director
ATE OF ILLINOIS

JOAN ABRAM Danville
MRS. ALMA P. COGGS Chicago
GERSHOM COHN Decatur
MRS. NANCY CONE Batavia
CLARA DAY Chicago
BEN FERREIRA Joliet
SUZANNE R. GOLDEN Rock Island
JERRY HECHT Belleville
ROBERT HILDEBRAND Edwardsville
DOROTHY HUGHES Johnston City
BETTY ISON Mt. Vernon
ROBERT JACKSON Springfield
THADDEUS L. KOWALSKI Chicago
VICTOR McCAIN Dixmoor
JOHN McKNIGHT Evanston
ANGELINA PEDROSO Skokie
GORDON A. SMITH Springfield

Plan For

Illinois Commission on Human Relations

Fiscal Years 1978-1980

Illinois Human Services Plan
Volume 10
July, 1977
In Accordance with Public Act 79-1035

PLAN FOR
ILLINOIS COMMISSION ON HUMAN RELATIONS SERVICES

FISCAL YEARS 1978-1980

TABLE OF CONTENTS

	Page
SUMMARY	
A. Brief Synopsis	1
B. Summary of Services and Expenditures	2
Table 1. Expenditures by Service: FY 76-80	3
Table 2. Number of Persons Served by Service: FY 76-80	4
Table 3. Expenditures by Method of Service Delivery: FY 76-80	5
Table 4. Number of Persons Served by Method of Service Delivery: FY 76-80	5
Table 5. Expenditures by Source of Funds: FY 76-80	5
Table 6. Expenditures by Sub-State Areas: FY 76-80	6
Table 7. Number of Persons Served by Sub-State Area FY76-80	6
I. ORGANIZATIONAL OVERVIEW	
A. Agency Purpose	7
B. Organization of Agency for Service Provision	7
II. FUTURE DIRECTIONS	
A. Introduction	9
B. Projected Change in Service Delivery	9
C. Federal Directions	9
D. Internal Management Improvements	9
E. Interagency Coordination	
III. STATE-WIDE SUMMARY OF SERVICES	
A. Introduction	10
B. State-Wide Summary Tables	
Table III-1. Training for Service Provider Service	12
Table III-2. Community Workshop Service	13
Table III-3. Complaint Processing Service	14
Table III-4. Information and Referral Service	15
Table III-5. Administrative Cost Summary	16

361.62
Il6px
1978-80

Page

IV. TARGET GROUP/PROBLEM ANALYSIS

A. Introduction 17

B. Target Group Summary Tables 17

Table IV-1 Target Group/Problem Narrative Summary Worksheet 18

Table IV-2 Target Group/Problem Fiscal Summary Worksheet 19

V. SUB-STATE SERVICE DELIVERY AREAS

A. Introduction 20

B. Sub-State Planning/Service Delivery Tables 20

Table V-1 Sub-State Area Recipient Summary 22

Table V-2 Sub-State Expenditure Summary 30

VI. CONCLUSION 38

APPENDIX I - Illinois Revised Statutes (Section 214) 39

APPENDIX II Capital Development Plans FY 78, FY 79, FY 80 - By Budget Category 40

PREFACE

This document is one of thirteen volumes which together comprise the Illinois Human Services Plan. This is the second year that Human Services Plans have been prepared under P.A. 79-1035, the Illinois Welfare and Rehabilitation Services Planning Act. The listing which follows identifies the specific Agencies' Plans which have been produced this year. Last year eight agencies developed human services plans. This year thirteen agencies have participated in this planning process and produced Plans, providing a more comprehensive view of the delivery of human services in the State of Illinois.

Information contained in the Plans reflects actual levels of services provided during FY 76 and estimates of such for FY 77 and FY 78. Because the provision of human services represents only a portion of the activities of many of the agencies covered by these Plans, expenditures indicated in the Plans will not always represent total expenditures for the agencies.

It is important to note that information in the Plans for FY 79 and FY 80 are proposals for possible directions in the future and are not specific budget commitments. Changes in programs, in anticipated expenditures, and in projected numbers of persons to be served will necessarily occur as unforeseen problems emerge and as new issues must be addressed. Many of the services identified in the Plans rely upon the receipt of Federal funds. This means that unforeseen changes at the Federal level will alter service delivery at the State level. In addition, the proposals contained in the Plans will have to compete with other State activities not covered in the Plans during subsequent budget processes.

The Plans are intended to serve as a starting point for discussion on future directions for the delivery of human services. The public review and comment period is the next step in this planning process. It should mark the beginning of a dialogue which includes State agencies, public and private providers of services, and the public at large on the delivery of human services to the Illinois citizenry.

Complete listing of volumes in the
ILLINOIS HUMAN SERVICES PLANS - 1978-1980

PLAN FOR CHILDREN AND FAMILY SERVICES - FISCAL YEARS 1978-1980
Illinois Department of Children and Family Services
Illinois Human Services Plan - Volume 1

PLAN FOR PUBLIC AID SERVICES - FISCAL YEARS 1978-1980
Illinois Department of Public Aid
Illinois Human Services Plan - Volume 2

PLAN FOR CORRECTION SERVICES - FISCAL YEARS 1978-1980
Illinois Department of Corrections
Illinois Human Services Plan - Volume 3

PLAN FOR VOCATIONAL REHABILITATION SERVICES - FISCAL YEARS 1978-1980
Illinois Division of Vocational Rehabilitation
Illinois Human Services Plan - Volume 4

PLAN FOR DANGEROUS DRUGS SERVICES - FISCAL YEARS 1978-1980
Illinois Dangerous Drugs Commission
Illinois Human Services Plan - Volume 5

PLAN FOR SERVICES FOR THE AGING - FISCAL YEARS 1978-1980
Illinois Department on Aging
Illinois Human Services Plan - Volume 6

PLAN FOR PUBLIC HEALTH SERVICES - FISCAL YEARS 1978-1980
Illinois Department of Public Health
Illinois Human Services Plan - Volume 7

PLAN FOR EMPLOYMENT SERVICES - FISCAL YEARS 1978-1980
Illinois Department of Labor - Bureau of Employment Security
Illinois Human Services Plan - Volume 8

PLAN FOR MANPOWER AND HUMAN DEVELOPMENT SERVICES - FISCAL YEARS 1978-1980
Governor's Office of Manpower and Human Development
Illinois Human Services Plan - Volume 9

PLAN FOR HUMAN RELATION SERVICES - FISCAL YEARS 1978-1980
Illinois Commission on Human Relations
Illinois Human Services Plan - Volume 10

PLAN FOR VETERANS SERVICES - FISCAL YEARS 1978-1980
Illinois Department of Veterans Affairs
Illinois Human Services Plan - Volume 11

PLAN FOR DELINQUENCY PREVENTION SERVICES - FISCAL YEARS 1978-1980
Illinois Commission on Delinquency Prevention
Illinois Human Services Plan - Volume 12

A FIVE YEAR PLAN TO GUIDE THE ILLINOIS COMMISSION ON HUMAN RELATIONS IN ITS POLICIES, OPERATIONS, AND ADMINISTRATION - FISCAL YEARS 1976-1980 (Free of Charge)

Copies of these plans can be obtained from the Illinois Bureau of the Budget, Room 108 Statehouse, Springfield, Illinois 62706, for $2.50 per volume. The Illinois Human Services Plan, Summary and Analysis of 1978-1980 Plans is available free of charge.

PLAN FOR
ILLINOIS COMMISSION ON HUMAN RELATIONS SERVICES
FISCAL YEARS 1978-1980

SUMMARY

A. BRIEF SYNOPSIS

1. Organizational Overview
The Illinois Commission on Human Relations under the Illinois revised Section 214 has the responsibility of promoting goodwill and tolerance and the encouragement of interfaith and interracial communication through its services in housing, employment and education.

The Illinois Commission has offices in Chicago and Springfield. Citizens of the State are served through four service units of: Community Development and Planning, Intake, Community Services and Communications. Community Development and Planning provides service in the area of housing, tenant rights, and A-95 Review. Intake focuses upon employee complaints and resolutions. Community Services assists organizations in leadership development and management planning. Communications aids in providing information to the citizens through news releases, electronic media, workshops and a speakers bureau.

2. Future Directions
Proposed changes in service delivery during the next three fiscal years are discussed; programmatic changes are identified; impact of new services are revealed.

3. Statewide Summary of Services
The Illinois Commission on Human Relations provides four major services all directed toward four goals: Conciliation of employer-employee complaints; Community Planning Assistance, public information and assisting other agencies in providing quality services.

Section III contains a statewide summary table for each of the major services which defines and describes each service, identified the type and number of individuals served, the total Commission expenditures, method of service delivery, the source of funding and other pertinent information.

4. Target Group/Problem Program Analysis
The Illinois Commission on Human Relations addresses several target problem areas through its service programs. Section IV of this Plan discusses the mix of services available to reach these problem areas.

5. Sub-State Planning and/or Service Delivery Areas
The Illinois Commission on Human Relations provides services in all of the sub-state regions. With offices located in Chicago and Springfield, services are rendered in cooperation with a local community organization or state agency that is located in the sub-state region.

B. SUMMARY OF SERVICES AND EXPENDITURES

The Illinois Commission on Human Relations provides four major social services to Illinois citizens. The following seven tables present in summary form an overview of the services including the following information for fiscal years 1976 through 1980 for each of the four major services: number of service recipients, estimated expenditures, method of service delivery, and source of expenditures. All information is presented on a statewide basis with information for the fiscal years 1978, 1979 and 1980 being based upon the Commission's proposals for service provision and expenditures. These services are defined and described in Section III.

The Illinois Commission For Human Relations Service Program is consistent with appropriation for FY78.

Table 1

Expenditures By Service

Fiscal Years 1976-1980
(000's)

SERVICE	FY 76		FY 77		FY 78		FY 79		FY 80	
	Actual Expendi-tures	Percent of Total	Estimated Expendi-tures	Percent of Total	Projected Expendi-tures	Percent of Total	Projected Expendi-tures	Percent of Total	Projected Expendi-tures	Percent of Total
Training for Service Providers	80.4	24.0	70.6	17.0	87.4	21.0	90.9	21.0	90.9	21.0
Community Workshop Service	141.7	41.0	128.4	32.0	126.2	31.0	131.2	31.0	131.2	31.0
Complaint Processing	72.1	21.0	82.4	20.0	98.5	24.0	102.4	24.0	102.4	24.0
Information and Referral	48.6	14.0	121.2	30.0	98.5	24.0	102.4	24.0	102.4	24.0
TOTAL	342.9	100.0	402.6	100.0	410.6	100.0	426.9	100.0	426.9	100.0

Table 2

Number of Persons Served By Service

Fiscal Years 1976-1980

SERVICE	FY 76		FY 77		FY 78		FY 79		FY 80	
	Persons Served	Percent of Total	Persons Served	Percent of Total	Persons Served	Percent of Total	Persons Served	Percent of Total	Persons Served	Percent of Total
Training for Service Providers	2,430	26.0	1,050	15.0	1,260	16.0	1,265	19.0	1,265	19.0
Community Workshop Service	3,540	38.0	1,770	25.0	1,740	22.0	1,747	26.0	1,747	26.0
Complaint Processing	2,254	24.0	2,073	28.0	2,600	33.0	2,610	39.0	2,610	39.0
Information and Referral	1,000	11.0	2,270	32.0	2,200	28.0	1,004	15.0	1,004	15.0
TOTAL	9,224	100.0	7,163	100.0	7,800	100.0	6,626	100.0	6,626	100.0

Table 3

Expenditures by Method of Service Delivery

Fiscal Years 1976-1980
($000's)

Fiscal Year	Provided by ICHOR Staff		Purchased from Public Agencies		Purchased from Private Agencies		Total
	$	(%)	$	(%)	$	(%)	$
1976	342.9	(100)	--		--		342.9
1977	402.6	(100)	--		--		402.6
1978	410.6	(100)	--		--		410.6
1979	426.9	(100)	--		--		426.9
1980	426.9	(100)	--		--		426.9

Table 4

Number of Persons Served by Method of Service Delivery

Fiscal Years 1976-1980
($000's)

Fiscal Year	Direct Provision		Purchased from Public Agencies		Purchased from Private Agencies		Total
	#	(%)	#	(%)	#	(%)	#
1976	9,224	(100)	--		--		9,224
1977	7,163	(100)	--		--		7,163
1978	7,800	(100)	--		--		7,800
1979	6,626	(100)	--		--		6,626
1980	6,626	(100)	--		--		6,626

Table 5

Expenditures by Source of Funds

Fiscal Years 1976-1980
($000's)

Fiscal Year	State		Federal	Local	Other		Total
1976	342.9	(100)	--	--	--		342.9
1977	402.6	(96.6)	--	--	14,000	(3.4)	402.6
1978	410.6	(96.6)	--	--	14,000	(3.4)	410.6
1979	426.9	(100)	--	--	--		426.9
1980	426.9	(100)	--	--	--		426.9

Table 6

Expenditures by Sub-State Areas

Fiscal Years 1976-1980
($000's)

Region	1976		1977		1978		1979		1980	
	$	%	$	%	$	%	$	%	$	
1A	15.7	(4.5)	22.4	(5.5)	45.8	(11.0)	47.6	(11.0)	47.6	(11
1B	22.5	(6.5)	28.6	(7.0)	45.8	(11.0)	47.6	(11.0)	47.6	(11
2A	22.2	(6.4)	38.4	(9.5)	45.8	(11.0)	47.6	(11.0)	47.6	(11
2B	188.3	(55.0)	200.5	(49.0)	134.9	(33.0)	140.3	(33.0)	140.3	(33
3A	30.9	(9.0)	33.2	(8.0)	45.8	(11.0)	47.6	(11.0)	47.6	(11
3B	48.4	(14.0)	43.5	(10.0)	45.7	(11.0)	47.5	(11.0)	47.6	(11
4	10.7	(3.0)	20.2	(5.0)	26.6	(6.5)	27.6	(6.5)	27.6	(6
5	4.2	(1.2)	15.8	(3.9)	20.1	(5.0)	20.9	(5.0)	20.9	(3
	342.9	(100.0)	402.6	(100.0)	410.6	(100.0)	426.9	(100.0)	426.9	(100

Table 7

Number of Persons Served by Sub-State Area

Fiscal Years 1976-1980

Region	1976		1977		1978		1979		1980	
		%		%		%		%		
1A	400	(4.3)	546	(7.6)	858	(11.0)	801	(11.0)	801	(11
1B	600	(6.5)	501	(7.0)	780	(10.0)	662	(10.0)	662	(10
2A	650	(7.0)	680	(9.5)	780	(10.0)	662	(10.0)	662	(10
2B	5,000	(5.4)	3,509	(4.9)	2,496	(33.0)	2,186	(33.0)	2,186	(33
3A	925	(10.0)	573	(7.9)	858	(11.0)	801	(11.0)	801	(11
3B	1,100	(12.0)	717	(10.0)	858	(11.0)	801	(11.0)	801	(11
4	325	(3.5)	358	(5.0)	507	(6.5)	430	(6.5)	430	(6
5	224	(2.4)	279	(3.9)	390	(5.0)	283	(3.9)	283	(3
	9,224	(100.0)	7,163	(100.0)	7,800	(100.0)	6,626	(100.0)	6,626	(100

I. ORGANIZATIONAL OVERVIEW

A. AGENCY PURPOSE

The Illinois Commission on Human Relations (ICOHR) was created in 1947 by the Illinois Revised Statutes Section 214:

"the Commission shall have the following powers and shall perform the following duties: cooperate with civic, religious and educational organizations in promoting tolerance and goodwill, promote and encourage interfaith and interracial harmony and goodwill. . ."

The Commission today is carrying out this mandate by addressing itself to some specific service areas. The ICOHR works to improve human communications and understanding in this multi-ethnic and multi-racial state. The ICOHR fosters equal opportunity for successful participation of all persons, particularly in the areas of education, housing and employment.

B. ORGANIZATION OF AGENCY FOR SERVICE PROVISION

The Illinois Commission on Human Relations is located in Springfield and Chicago and serves clients in all of the sub-state regions.

The Commission's four service units are Intake, Community Development and Planning, Community Services and Communications.

The Intake serves citizens in the concilliation of employee-employer complaints and provides training on the intake process to other local and state organizations.

Community Development and Planning conducts workshops in the technical and beneficial implications of the A-95 Review Process and provides guidance on federal directives in housing and tenants rights.

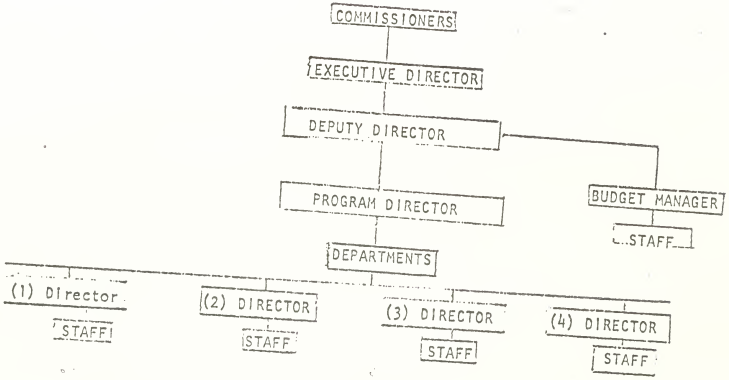
Community Services unit assists local community groups through workshops in organizational skills development and management planning techniques.

Communications informs the community on all programs of the Agency and conducts workshops with local agencies on media usage.

FY 78

ORGANIZATIONAL CHART

ILLINOIS COMMISSION ON HUMAN RELATIONS



(1) Intake
(2) Community Development and Planning
(3) Community Services
(4) Communications

II. FUTURE DIRECTIONS

A. INTRODUCTION

In this section, projected changes in service delivery are discussed and programmatic changes are considered. This section indicates the future concerns of the Illinois Commission on Human Relations.

B. PROJECTED CHANGE IN SERVICE DELIVERY

ICOHR continues to utilize the vehicle of training through workshops, direct counseling and forums to serve the needs of its clients. This effort will be maintained in future years. To enhance this activity, however, agency direction will be more concerned with employability of individuals, access to legal services and affirmative marketing in housing. The aim of these services is to increase the opportunities for the individual or group to be included in the mainstream of life. The experience of ICOHR has indicated that citizens do not always have knowledge of the services' existence, and where federal directives apply, are often unclear as to how they apply to them. The Agency's approach to improve this present gap between the citizen and services will be through a more intensive cooperative relationship with public and private organizations that are presently involved in servicing one or more of these community needs.

C FEDERAL DIRECTIONS

In the future, new Federal guidelines in contract compliance will bring new demands upon the services of ICOHR to provide direct assistance to citizens for resolution of employer-employee related problems and conciliation of affirmative action requirements.

D. INTERNAL MANAGEMENT

Efforts to improve coordination internally will be in effect to provide services for all of the state. This effort will serve to increase the quality and the quantity of services for these areas.

E. INTERAGENCY COORDINATION

ICOHR, in providing services to Illinois citizens, coordinates a segment of its activities with other federal, state and local agencies when the client population can be better served through this system. ICOHR has worked with the U.S. Justice Department on human relations problems in the state's school districts where there was a need present to assure compliance with existing equal opportunity guidelines.

III. STATE-WIDE SUMMARY OF SERVICES

A. INTRODUCTION

The Illinois Commission on Human Relations (ICOHR) provides four (4) human care services. The four services are Intake Complaint Processing Service, Information and Referral Service, Community Workshop Service and Training of Service Providers. Included in each of the four services are a number of programs that are the necessary components to the effective completion of the service.

The (ICOHR) human care services are delivered through five (5) units which are Intake, Community Development and Planning, Community Services, Communications and Administration. Included is a brief description of each department and their objectives.

1. Intake Unit

To many people with discrimination complaints, the Commission is seen as a last resort in an effort to resolve their case. The Agency's broad mandate allows it to accept and attempt conciliation of any type of discrimination complaint which is lodged with the office. Complaints range from social harassment in employment to discrimination in housing, public accommodations, and other areas. Complaint resolutions utilize counseling sessions by phone, mail or walk-ins. All revelent information is elicited by staff interview and organizing the material so as to meet statutory requirements of enforcement agencies. To assist clients indirectly, information and referral are provided for walk-ins or those who write requesting information.

Intake Training for local service agencies is provided to improve their professional and paraprofessional abilities in their particular areas.

II. Community Development and Planning Unit

Training is conducted with local community groups and local human relations commissions on the A-95 Review process and its use in the community. These sessions coupled with proposal writing workshops serve as practical supports of the economic aims of a group or individual within a community. This technical assistance is complemented by information and referral.

III. Community Services Unit

This unit provides the skills that are necessary to provide community groups with the ability to identify problems and develop leadership to solve issues that emerge within their community. This activity is enhanced through human relations training and information referral. Institutions in the private and public sector utilize this service.

IV. Communication Unit

The Communications Unit provides visibility for all of the agency's program through workshops. This service is extended to service providers with training in media usage and education of citizens through the electronic media.

V. Administration Unit

Each of the following definitions are provided on the Statewide Summary Worksheets: (Table III-1 to Table III-5)

1) Service Definitions: Each of the five services are defined according to the population in which the services are directed.

2) Service Objectives: Each objective is defined in terms of the end result of the particular service. However, the total objective of the service is to improve the clients ability to exercise a greater potential for effectiveness within the community.

3) Target Population: The population are groups that need assistance in becoming more able to be productive in their communities.

4) Unit of Service: Each unit of service is that measure of service that has been provided to that individual needing that service.

5) Program Budget Category: All program categories are included in the Summary Tables.

6) Effectiveness: (1) Number of people served as projected; (2) Number of workshops conducted; (3) Percentages of resolution of complaints.

7) Sources of Disbursing Funds: The primary sources of funding is: Illinois General Revenue Fund from the Illinois Legislature. These funds are available by appropriation from Illinois Legislature.

8) Recipient Populations: That group that has need to improve its abilities to be effective in the mainstream of life. Services rendered to the groups assist the poor, women, and all income classes to exercise their potential within their community.

9) Service Delivery Methods: ICOHR provides service through direct provision by ICOHR staff.

10) Unit Costs: These figures measure the average cost for each service that is provided.

Statewide Summary TABLE III-1

(SUPPLEMENTAL) TRAINING FOR SERVICE PROVIDERS

Service Description

To provide skills and tools necessary for service providers to increase their effectiveness and responsiveness to community needs.

Target Population Definition

Units of government, social service agencies and organizations that request services from ICHOR.

* (Cannot be estimated at this time).

Program Budget Summary

Intake Program
Community Development and Planning
Community Services Program
Communications Program

Service Effectiveness Indicator Definition

Percentage of training to be completed.

Service Objective

To provide 41 training session statewide to local governmental agencies and funded organizations in FY78. The goal of the service is to give assistance in improving their human service delivery system.

Unit of Service Definition

One unit of service equals one training session.

Source Disbursing Funds

1. General Revenue Fund

Year	Planned Fiscal Year	Target Population	RECEIVER EVALUATION BY METHOD OF SERVICE DELIVERY					Total Recipients	RESOURCE PLAN BY METHOD OF SERVICE DELIVERY					RESOURCE PLAN BY SOURCE OF DISBURSING FUNDS				Total Dollars ($000)		
			Direct Contact	Percentage Through Contracts	[illegible]	Grants to Public Agency	Grants to Private Agency		Direct Provision	Percentage Through Contracts	[illegible]	Grants to Public Agency	Grants to Private Agency	State	Federal	Local	Other (Specify)			
			%	%	%	%	%		%	%	%	%	%	%	%	%	%			
[illegible]	N/A	2,430	100					2,430	100					100				80.4	[illegible]	100
[illegible]	N/A	1,050	[illegible]					1,050	100					[illegible]				70.5	[illegible]	100
[illegible]	N/A	1,260	[illegible]					1,260	100					[illegible]				[illegible]	[illegible]	100
[illegible]	[illegible]	[illegible]	100					[illegible]	100					[illegible]				[illegible]	[illegible]	100
[illegible]	[illegible]	1,265	100					1,265	100					[illegible]				[illegible]	[illegible]	100

Statewide Summary TABLE III-2

(SERVICE TITLE) COMMUNITY WORKSHOP SERVICE

Service Description

To share skills and tools necessary to provide individuals and community groups with a strong basis for solving their own problems. Service is directed at service receivers.

Target Population Definition

Target population includes any group that requests services, however, the ICHOR focuses its attention on assisting the poor in developing their individual and group potential.
*(Cannot estimate target population at this time).

Program Budget Category

Intake Program
Community Development and Planning
Community Services Program
Communications Program

Service Effectiveness Indicator Definition

Percentage of projected workshops.

Service Objective

To provide 58 community workshops statewide to further develop the problem solving skills of emerging community organizations.

Unit of Service Definition

One unit of service equals one workshop.

Source Disbursing Funds

1. General Revenue Fund

Fiscal Year	Target Population	Requesting Population	RECIPIENT POPULATION BY METHOD OF SERVICE DELIVERY					Total Recipients	RESOURCE PLAN BY METHOD OF SERVICE DELIVERY					RESOURCE PLAN BY SOURCE DISPERSING FUNDS				Total Dollars ($000)	PERFORMANCE INDICATORS		
			Direct Provision	Purchased through Public Agency	Purchased through Private Agency	Grants to Public Agency	Grants to Private Agency		Direct Provision	Purchased through Public Agency	Purchased through Private Agency	Grants to Public Agency	Grants to Private Agency	State	Federal	Local	Other (Specify)		Total Units	Unit Cost	Effectiveness
			%	%	%	%	%		%	%	%	%	%	%	%	%	%				
1976	N/A	3,540	100					3,540						100				141.7	118	1,201	100%
1977	N/A	1,770	100					1,770						100				128.4	59	2,176	100%
1978	N/A	1,740	1000					1,740						100				126.2	58	2,176	100%
1979	N/A	1,747	100					1,747						100				131.2	60	2,187	100%
1980	N/A	1,747	100					1,747						100				131.2	60	2,187	100%

Statewide Summary TABLE III-3

(SERVICE TITLE) COMPLAINT PROCESSING SERVICE

Service Description

This service includes education of complainant through counseling, immediate telephone conciliation of a complaint and compiling and organization of material for complaint case.

When a case is unsubstantiated by factual information, a list of options is compiled with the client for future action regardless of status.

Target Population Definition

This service is available to any individual in the state who feels that they have been discriminated against due to religion, sex, age, handicap or national origin.
(Extent of discrimination cannot be estimated at this time).

Program Budget Category

Intake Program

Service Effectiveness Indicator Definition

75% resolution of projected case

Service Objective

To process 2600 complaints maintaining a 75% resolution/ referral and conciliation rate.

Unit of Service Definition

The formalized processing procedure in which one complaint received is acted upon within three days after receipt to determine status and recognized action to be taken to conciliate, refer or close the case. This procedure equals one unit service.

Source Disbursing Funds

1. General Revenue Fund

Fiscal Year	Target Population	Requesting Population	RECIPIENT POPULATION BY METHOD OF SERVICE DELIVERY					Total Recipients	RESOURCE PLAN BY METHOD OF SERVICE DELIVERY					RESOURCE PLAN BY SOURCE DISPERSING FUNDS				Total Dollars ($000)	PERFORMANCE INDICATORS		
			Direct Provision	Purchased through Public Agency	Purchased through Private Agency	Grants to Public Agency	Grants to Private Agency		Direct Provision	Purchased through Public Agency	Purchased through Private Agency	Grants to Public Agency	Grants to Private Agency	State	Federal	Local	Other (Specify)		Total Units	Unit Cost	Effec-
			%	%	%	%	%		%	%	%	%	%	%	%	%	%				
1976	N/A	2,254	75					2,254						100				72.1	2,254	32.00	75%
1977	N/A	2,073	75					2,073						100				82.4	2,073	40.00	75%
1978	N/A	2,600	75					2,600						100				98.5	2,600	38.00	75%
1979	N/A	2,610	75					2,610						100				102.4	2,610	39.00	75%
1980	N/A	2,610	75					2,610						100				102.4	2,610	39.00	75%

Statewide Summary TABLE III-4

(SERVICE TITLE) INFORMATION AND REFERRAL SERVICE

Service Description

An assessment to facilitate appropriate referral and follow-up with those resources which provide or make available such service programs to meet target population needs. The intent of this assistance is to provide the individual with the appropriate information so that necessary services are obtained.

Target Population Definition

This service is available to any individual, group or organization in the state who requests the service.
(Cannot estimate population at this time).

Program Budget Category

Intake Program
Community Development and Planning
Community Services Program
Communications Program

Service Effectiveness Indicator Definition

Percentage of projected service.

Service Objective

To provide information to link those with specific needs to the appropriate service providers. To enable individuals and families to obtain services at the appropriate time and place. Information and Referral is provided through publications and electronic media.

Unit of Service Definition

One unit of service equals one contact.

Source Disbursing Funds

1. General Revenue Fund
2. Grant - Illinois Humanities Council

Year	Target Population	Requesting Population	RECIPIENT POPULATION BY METHOD OF SERVICE DELIVERY					Total Recipients	RESOURCE PLAN BY METHOD OF SERVICE DELIVERY					RESOURCE PLAN BY SOURCE DISPERSING FUNDS				Total Dollars ($000)	PERFORMANCE INDICATORS		
			Direct Provision	Purchased through Public Agency	Purchased through Private Agency	Grants to Public Agency	Grants to Private Agency		Direct Provision	Purchased through Public Agency	Purchased through Private Agency	Grants to Public Agency	Grants to Private Agency	State	Federal	Local	Other (Specify)		Total Units	Unit Cost	% Effectiveness Indicators
			%	%	%	%	%		%	%	%	%	%	%	%	%	%				
1976	N/A	1,000	100					1,000						100				48.6	1,000	49.00	100
1977	N/A	2,270	100					2,270						96.4			3.6	121.2	2,270	53.00	100
1978	N/A	2,200	100					2,200						96.4			3.6	98.5	2,200	58.00	100
1979	N/A	1,004	100					1,004						100				102.4	1,004	102.00	100
	N/A	1,004	100					1,004						100				102.4	1,004	102.00	100

Table III-5

ADMINISTRATIVE COST SUMMARY

Introduction:

The Administration unit is responsible for the training and upgrading of personnel of the Agency, conducts forums on issues that effect all segments of the state's population and handles the administrative work of the Commission.

	Direct Provision	Purchased thru Public Agency	Purchased thru Private Agency	Grants to Public Agency	Grants to Private Agency	Total
FY76	160.4	-0-	-0-	-0-	-0-	160.4
FY77	100.7	-0-	-0-	-0-	-0-	100.7
FY78	81.7	-0-	-0-	-0-	-0-	81.7
FY79	81.7	-0-	-0-	-0-	-0-	81.7
FY80	81.7	-0-	-0-	-0-	-0-	81.7

IV. Target Group/Problem Analysis

A. Introduction

The three services shown illustrates the services that ICOHR delivers to combat discrimination although the other services of the agency are utilized in dealing with this problem.

ICOHR focuses its efforts upon establishing a basis for the development of group strength for the aged, the poor, women and minorities for functioning in the mainstream of life. This effort is statewide and presented through ICOHR's program in the sub-regions of the state.

B. Target Group Summary Tables

ILLINOIS COMMISSION FOR HUMAN RELATION SERVICES

TARGET GROUP/PROBLEM NARRATIVE SUMMARY WORKSHEET

TARGET: Discrimination	4) SERVICE ELEMENTS	5) UNITS OF SERVICE	6) OBJECTIVES	EFFECTIVENESS PERFORMANCE 7) INDICATORS	SOURCE DISPERSE 8) FUND
Target Group/Problem Definition: Affirmative marketing in housing for lower and middle income members and general affirmative action for minorities and all income classes in employment.	Information and Referral Complaint Processing Community Workshop Services	The number of contacts = One contact per service	Compliance of federal guidelines	75% resolution and referral rate Definition The formalized processing procedure in which one complaint received is acted upon within three (3) days after receipt to determine status and recognized action to be taken to expedite conciliation referral and/or closing. This procedure is one unit of service.	GENERAL REVENUE FUNDS - OPERATIONS
Program/Strategy: ICCHR's goal in training for service providers is to increase the effectiveness and efficiency of these groups through the injection of this service by the five agency program areas. The duality of service delivery to service-receivers should be positively affected action consistent with Section 214 of the Illinois Revised Statutes. In order to reach this goal, it is necessary to operate under the team concept when approaching the individual substate region, that is, expanding the team concept in order to maximize effectiveness in a particular community and to minimize multiple expenses.					

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

TARGET GROUP/PROBLEM FISCAL SUMMARY WORKSHEET

(Insert Name of Target Group/ Problem) Target Group discrimination	DIRECT PROVISION			PURCHASED THRU PUBLIC AGENCY			PURCHASED THRU PRIVATE AGENCY			GRANTS TO PUBLIC AGENCY			GRANTS TO PRIVATE AGENCY			TOTAL			EFFECTIVENESS INDICATORS
TOTAL TARGET GROUP (000's) SERVICES	RECIPIENTS	UNITS OF SERVICE	EXPENDITURES	RECIPIENTS	UNITS OF SERVICE	EXPENDITURES	RECIPIENTS	UNITS OF SERVICE	EXPENDITURES	RECIPIENTS	UNITS OF SERVICE	EXPENDITURES	RECIPIENTS	UNITS OF SERVICE	EXPENDITURES	RECIPIENTS	UNITS OF SERVICE	EXPENDITURES	
FISCAL 1976																			
Total:	6,794	6,794	262.4													6,794	6,794	262.4	
Complaint process-Service	2,254	2,254	72.1													2,254	2,254	72.1	75%
Information & Referral Service	1,000	1,000	48.6													1,000	1,000	48.6	100%
Community Workshop Service	3,540	3,540	141.7													3,540	3,540	141.7	100%
FISCAL 1977																			
Total:	6,113	6,113	332.0													6,113	6,113	332.0	
Complaint Processing Service	2,073	2,073	82.4													2,073	3,073	82.4	75%
Information & Referral Service	2,270	2,270	121.2													2,270	2,270	121.2	100%
Community Workshop Service	1,770	1,770	128.4													1,770	1,770	128.4	100%
FISCAL 1978																			
Total:	6,540	6,540	323.2																
Complaint Processing Service	2,600	2,600	98.5													2,600	2,600	98.5	75%
Information & Referral Service	2,200	2,200	98.5													2,200	2,200	98.5	100%
Community Workshop Service	1,740	1,740	126.2													1,740	1,740	126.2	100%

V. SUB-STATE SERVICE DELIVERY AREAS

A. INTRODUCTION

The Commission provides services to the State's citizenry in all of the sub-state region. The regions were:

1A The Rockford Area
1B Peoria-Quad Cities Area
2A Elgin-Aurora Area
2B Chicago Metro Area
3A Springfield Area
3B Bloomington-Champaign Area
4 Alton-East St. Louis Area
5 Carbondale Area

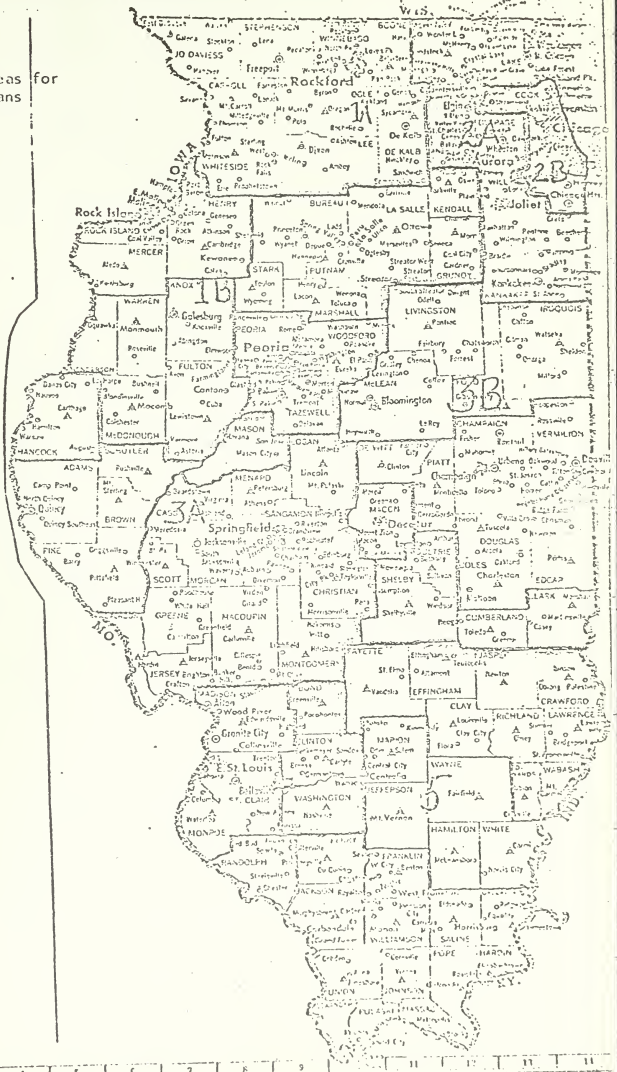
In each of the sub-state areas the ICHOR works with the local human relations commissions to provide services that assist in strengthening the community. The communities represents a mixture of geographic, racial and economic factors in Illinois.

Statewide service data contained in the Statewide Summary Tables of Section III have been further defined to reflect service delivery in each of the respective sub-state areas.

Target population cannot be estimated at this time.

B. Sub-State Planning/Service Delivery Tables

Uniform Substate Areas for Human Services Plans



ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA: 1A

SUB-STATE AREA RECIPIENT SUMMARY

SERVICE	FY 76		FY 77		FY 78		FY 79		FY 80	
	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served
Complaint Processing Service	N/A	20	N/A	20	N/A	65	N/A	67	N/A	67
Information and Referral Service	N/A	152	N/A	370	N/A	332	N/A	241	N/A	241
Community Workshop Service	N/A	152	N/A	107	N/A	326	N/A	339	N/A	339
Training for Service Provider Service	N/A	76	N/A	49	N/A	234	N/A	243	N/A	243
Totals		400		546		982		890		890

SUB-STATE AREA: 1B

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA RECIPIENT SUMMARY

	FY 76		FY 77		FY 78		FY 79		FY 80	
SERVICE	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served
Complaint Processing Service	N/A	20	N/A	14	N/A	59	N/A	62	N/A	62
Information and Referral	N/A	160	N/A	267	N/A	211	N/A	219	N/A	219
Community Workshop Service	N/A	128	N/A	113	N/A	305	N/A	306	N/A	306
Training for Service Provider Service	N/A	292	N/A	107	N/A	205	N/A	224	N/A	224
Totals		600		501		780		811		811

SUB-STATE AREA RECIPIENT SUMMARY

SERVICE	FY 76		FY 77		FY 78		FY 79		FY 80	
	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served
Complaint Processing Service	N/A	108	N/A	74	N/A	59	N/A	62	N/A	62
Information and Referral	N/A	175	N/A	269	N/A	311	N/A	219	N/A	219
Community Workhop Service	N/A	107	N/A	184	N/A	296	N/A	306	N/A	306
Training for Service Provider Service	N/A	260	N/A	143	N/A	212	N/A	224	N/A	224
Totals		650		670		878		811		811

SUB-STATE AREA: 2B

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA RECIPIENT SUMMARY

SERVICE	FY 76		FY 77		FY 78		FY 79		FY 80	
	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served
Complaint Processing Service	N/A	1,725	N/A	1,298	N/A	1,370	N/A	1,469	N/A	1,469
Information and Referral	N/A	2,265	N/A	393	N/A	337	N/A	361	N/A	361
Community Workshop Service	N/A	2,265	N/A	1,218	N/A	525	N/A	519	N/A	519
Training for Service Provider Service	N/A	795	N/A	600	N/A	304	N/A	326	N/A	326
Totals		7,050		3,509		2,536		2,675		2,675

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA: 3A

SUB-STATE AREA RECIPIENT SUMMARY

SERVICE	FY 76		FY 77		FY 78		FY 79		FY 80	
	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served
Complaint Processing Service	N/A	21	N/A	14	N/A	115	N/A	70	N/A	70
Information and Referral	N/A	190	N/A	257	N/A	232	N/A	239	N/A	239
Community Workshop Service	N/A	574	N/A	257	N/A	326	N/A	339	N/A	339
Training for Service Provider Service	N/A	150	N/A	34	N/A	234	N/A	244	N/A	244
Totals		935		562		50 907		892		892

SUB-STATE AREA: 38

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA RECIPIENT SUMMARY

	FY 76		FY 77		FY 78		FY 79		FY 80	
SERVICE	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served
Complaint Processing Service	N/A	15	N/A	13	N/A	66	N/A	70	N/A	70
Information and Referral	N/A	136	N/A	250	N/A	232	N/A	239	N/A	239
Community Workshop Service	N/A	521	N/A	286	N/A	326	N/A	341	N/A	341
Training for Service Provider Service	N/A	429	N/A	167	N/A	234	N/A	245	N/A	245
Totals		1,101		716		858		895		895

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA: 4

SUB-STATE AREA RECIPIENT SUMMARY

	FY 76		FY 77		FY 78		FY 79		FY 80	
SERVICE	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served
Complaint Processing Service	N/A	21	N/A	14	N/A	66	N/A	70	N/A	70
Information and Referral	N/A	182	N/A	269	N/A	236	N/A	237	N/A	237
Community Workshop Service	N/A	-0-	N/A	39	N/A	123	N/A	124	N/A	124
Training for Service Provider Service	N/A	121	N/A	35	N/A	79	N/A	80	N/A	80
Totals		324		357		504		511		511

SUB-STATE AREA: 5

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA RECIPIENT SUMMARY

	FY 76		FY 77		FY 78		FY 79		FY 80	
SERVICE	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served	Target Population	Number Served
Complaint Processing Service	N/A	-0-	N/A	-0-	N/A	68	N/A	72	N/A	72
Information and Referral	N/A	171	N/A	132	N/A	115	N/A	119	N/A	119
Community Workshop Service	N/A	-0-	N/A	40	N/A	125	N/A	129	N/A	129
Training for Service Provider Service	N/A	53	N/A	107	N/A	82	N/A	85	N/A	85
Totals		224		279		390		405		405

SUB-STATE AREA: 1A

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA EXPENDITURE SUMMARY

	FY 76		FY 77		FY 78		FY 79		FY 80	
SERVICE	Actual Expenditures	Percent of Total	Estimated Expenditures	Percent of Total	Proposed Expenditures	Percent of Total	Projected Expenditures	Percent of Total	Projected Expenditures	Percent of Total
Complaint Processing Service	.7	4.5	.8	3.6	3.5	7.6	3.7	7.7	3.7	7.7
Information and Referral	6.0	38.2	15.2	67.9	12.4	27.1	12.9	27.1	12.9	27.1
Community Workshop Service	6.0	38.2	4.4	19.6	17.4	38.0	18.0	37.8	18.0	37.8
Training For Service Provider Service	3.0	19.1	2.0	8.9	12.5	27.3	13.0	27.3	13.0	27.3
Total	15.7	100%	22.4	100%	45.8	100%	47.6	100%	47.6	100%
TOTAL % of State-Wide		4.5%		5.5%		11%		11%		11%

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA EXPENDITURE SUMMARY

	FY 76		FY 77		FY 78		FY 79		FY 80	
SERVICE	Actual Expenditures	Percent of Total	Estimated Expenditures	Percent of Total	Proposed Expenditures	Percent of Total	Projected Expenditures	Percent of Total	Projected Expenditures	Percent of Total
Complaint processing Service	.7	3.1	.8	2.8	3.5	7.6	3.7	7.7	3.7	7.7
Information and referral service	6.0	26.8	15.2	53.2	12.4	27.1	12.9	27.1	12.9	27.1
Community workshop Service	4.8	21.4	6.5	22.7	17.4	38.0	18.0	37.8	18.0	37.8
Training for Service Provider Service	10.9	48.4	6.1	21.3	12.5	26.3	13.0	27.3	18.0	27.3
Total	22.4	100%	28.6	100%	45.8	100%	47.6	100%	47.6	100%
TOTAL % of State-Wide Expenditures		6.5%		7.1%		11%		11%		11%

SUB-STATE AREA: 2A

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA EXPENDITURE SUMMARY

	FY 76		FY 77		FY 78		FY 79		FY 80	
SERVICE	Actual Expenditures	Percent of Total	Estimated Expenditures	Percent of Total	Proposed Expenditures	Percent of Total	Projected Expenditures	Percent of Total	Projected Expenditures	Percent of Total
Complaint processing Service	3.7	16.7	4.2	10.9	3.5	7.6	3.7	7.7	3.7	7.7
Information and Referral Service	6.0	27.0	15.2	39.6	12.4	27.1	12.9	27.1	12.9	27.1
Community workshop Service	3.6	16.2	10.9	28.4	17.4	38.0	18.0	37.8	18.0	37.8
Training for Service Provider Service	8.9	40.1	8.1	21.1	12.5	27.8	13.0	27.3	18.0	27.3
Total	22.2	100%	38.4	100%	45.8	100%	47.6	100%	47.6	100%
TOTAL % of State-Wide		6.4%		9.5%		11%		11%		11%

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES.

SUB-STATE AREA EXPENDITURE SUMMARY

	FY 76		FY 77		FY 78		FY 79		FY 80	
SERVICE	Actual Expenditures	Percent of Total	Estimated Expenditures	Percent of Total	Proposed Expenditures	Percent of Total	Projected Expenditures	Percent of Total	Projected Expenditures	Percent of Total
Complaint Processing Service	64.9	34.5	74.2	37.0	74.0	54.9	77.0	54.9	77	54.9
Information and Referral Service	9.4	5.0	22.5	11.2	18.2	13.5	18.3	13.5	18.3	13.5
Community Workshop Service	85.3	45.3	69.6	34.7	26.2	19.4	27.5	19.4	27.5	19.4
Training for Service Provider Service	28.7	15.2	34.2	17.1	16.5	12.2	17.5	12.2	17.5	12.2
Total	188.3	100%	200.5	100%	134.9	100%	140.3	100%	140.3	100%
TOTAL % of State-Wide Expenditures		55%		49.8		32.8		32.8		32.8

SUB-STATE AREA: 3A

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA EXPENDITURE SUMMARY

	FY 76		FY 77		FY 78		FY 79		FY 80	
SERVICE	Actual Expenditures	Percent of Total	Estimated Expenditures	Percent of Total	Proposed Expenditures	Percent of Total	Projected Expenditures	Percent of Total	Projected Expenditures	Percent of Total
Complaint Processing Service	.7	2.3	.8	2.4	3.5	7.6	3.7	7.9	3.7	7.9
Information and Referral	6.0	19.4	15.2	45.8	12.4	27.1	12.8	26.8	12.7	26.8
Community Workshop	19.2	62.1	15.2	45.8	17.4	38.9	18.1	38.0	18.1	38.0
Training for Service Provider Service	5.0	16.2	2.0	6.0	12.5	27.3	13.0	27.3	13.0	27.3
Total	30.9	100%	33.2	100%	45.8	100%	47.6	100%	47.6	100%
TOTAL % of State-Wide		9%		8.2%		45.8		11%		11%

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA EXPENDITURE SUMMARY

	FY 76		FY 77		FY 78		FY 79		FY 80	
SERVICE	Actual Expenditures	Percent of Total	Estimated Expenditures	Percent of Total	Proposed Expenditures	Percent of Total	Projected Expenditures	Percent of Total	Projected Expenditures	Percent of Total
Complaint Processing Service	.7	1.4	.8	1.8	3.5	7.7	3.7	7.9	3.7	7.9
Information and Referral Service	6.0	12.4	15.2	34.9	12.4	27.0	12.8	26.8	12.8	26.8
Community Workshop Service	22.8	47.2	17.4	40.0	17.4	38.0	18.1	38.0	18.1	38.0
Training for Service Provider Service	18.9	39.0	10.1	23.3	12.5	27.3	13.0	27.3	13.0	27.3
Total	48.4	100%	43.5	100%	45.7	100%	47.5	100%	47.6	100%
TOTAL % of State-Wide Expenditures		14%		10.8%		11%		11%		11%

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA EXPENDITURE SUMMARY

SUB-STATE AREA: 4

	FY 76		FY 77		FY 78		FY 79		FY 80	
SERVICE	Actual Expenditures	Percent of Total	Estimated Expenditures	Percent of Total	Proposed Expenditures	Percent of Total	Projected Expenditures	Percent of Total	Projected Expenditures	Percent of Total
Complaint Processing Service	.7	6.5	.8	4.0	3.5	13.2	3.7	13.4	3.7	13.4
Information and Referral	6.0	56.1	15.2	75.2	12.4	46.6	12.9	46.7	12.9	46.7
Community Workshop Service	-0-	-0-	2.2	10.9	6.5	24.4	6.7	24	6.7	24.0
Training for Service Provider Service	4.0	37.4	2.0	9.9	4.2	15.8	4.4	15.9	4.4	15.9
Total	10.7	100%	20.2	100%	26.6	100%	27.6	100%	27.6	100%
TOTAL % of State-Wide Expenditures		3.12%		5.0		6.4		6.4		6.4

ILLINOIS COMMISSION FOR HUMAN RELATIONS SERVICES

SUB-STATE AREA EXPENDITURE SUMMARY

	FY 76		FY 77		FY 78		FY 79		FY 80	
SERVICE	Actual Expenditures	Percent of Total	Estimated Expenditures	Percent of Total	Proposed Expenditures	Percent of Total	Projected Expenditures	Percent of Total	Projected Expenditures	Percent of Total
Complaint Processing Service	-0-	-0-	-0-	-0-	3.5	17.4	3.7	17.7	3.7	17.7
Information and Referral	3.2	76.2	7.5	47.5	5.9	29.4	6.0	29	6.0	29.3
Community Workshop Service	-0-		2.2	13.9	6.5	32.3	6.7	32.0	6.7	32.0
Training for Service Provider Service	1.0	23.8	6.1	38.6	4.2	20.9	4.5	21.0	4.5	21.0
Total	4.2	100%	15.8	100%	20.1	100%	20.9	100%	20.9	100%
TOTAL % of State-Wide Expenditures		1.2%		3.9%		4.9%		4.9%		4.9%

CONCLUSION

Review of data for the fiscal periods of FY76, FY77, and FY78 reveals the distance between the services provided and the services needed in the community. Based upon the request for services by ICOHR, it is ICOHR's aim to assist in closing this distance by effective interagency cooperation in FY79 and FY80.

The future direction of the Agency is to extend outreach service for clients and establish closer working relationships with other service providers both in the public and private sector.

The ILLINOIS COMMISSION ON HUMAN RELATIONS (ICOHR) service delivery mechanism is carried out in terms of Agency goals. Through the past two years ICOHR has improved its service effectiveness and extended its service capabilities through regionalization. Cooperation between staff and its Commissioners has been a valuable means of providing quality service in the regions and meeting the needs of the area.

ILLINOIS REVISED STATUTES (Section 214)
Human Relations Commission

APPENDIX I

An Act to create a Commission on Human Relations and to define its powers and duties. Approved August 8, 1947, and as amended by later acts of the General Assembly.

Section 214.1 - Commission on Human Relations

There is created a Commission on Human Relations composed of twenty members to be appointed by the Governor. The terms of the members shall commence on July 1 of each odd-numbered year and shall be of two years' duration. The Governor shall designate the chairman of the Commission from among the members thereof.

Section 214.2 - Compensation

None of the members shall be reimbursed for his services but all members shall be reimbursed for expenses incurred in the performance of their duties.

Section 214.3 - Secretary

As soon as practicable after this Act becomes effective, the members shall meet and organize and designate, by majority vote, some person to act as secretary, who shall keep a record of all proceedings. The Commission shall act officially only in a meeting duly called by the chairman or at regular meeting fixed by resolution of the Commission, adopted by majority vote.

Section 214.4 - Powers and Duties of the Commission

The Commission shall have the following powers and shall perform the following duties: (a) cooperate with civic, religious and educational organizations in promoting tolerance and goodwill; (b) promote and encourage interfaith and inter-racial harmony and goodwill; and (c) report to the Governor and to the Legislature biennially, on or about the third Monday in January of each odd-numbered year, the results of its activities.

Section 214.5 - Executive Director, Employees, Report to the Governor

The Commission may employ an executive director and such other employees as may be required to carry out the duties of the Commission. The Commission may submit to the Director of Finance, for publication, its report made to the Governor. Such report shall contain factual findings only.

Section 214.5a - Gifts or Grants

The Commission may receive or participate in any gift or grant of funds, services or facilities from any Federal, State or private agency or organization made for the purpose of assisting the commission in carrying out functions.

Capital Development Plans FY 78, FY 79, FY 80
By Budget Category

Ject Name:

Project Description:

NOT APPLICABLE

Site:

Dollars in thousands requested
by
Budget Categories

	Building Addition and/or Structures	Land	Movable Equipment	Utilities	Remodeling and Rehabilitation	Site Improvements	Planning	Total Project Cos
FY 78								
FY 79								
FY 80								

UNIVERSITY OF ILLINOIS-URBANA
3 0112 118346052